



Universal Service Administrative Company

Schools and Libraries Division



FORM 500 NOTIFICATION LETTER  
(Funding Year 2015: 07/01/2015 - 06/30/2016)

August 8, 2016

WENDY WILLEFORD  
PALACIOS LIBRARY INC  
5711 SUGAR HILL DR #18  
HOUSTON, TX 77057-0000

**Re: Form 500 Application Number: 1146697**  
**Applicant's Form 500 Identifier: PAL500FY20**

We are issuing this Form 500 Notification Letter to notify you that the Schools and Libraries Division (SLD) of the Universal Service Administrative Company (USAC) has processed your FCC Form 500, Adjustment to Funding Commitment and Modification to Receipt of Service Confirmation Form.

Attached to this letter is a Report summarizing the modifications or changes you requested. An explanation of the data provided in our letter reports is in the "Guide to USAC Letter Reports" posted in the Reference Area of our website.

Retain this letter for your records. A copy of this information has been provided to the service provider(s) whose Service Provider Identification Number(s) (SPIN) is featured on this Form 500.

If you requested a Service Delivery Extension and/or notified us of an Equipment Transfer on this FCC Form 500, we will communicate with you about these requests separately.

If you requested a cancellation or reduction in funding for a Funding Request Number (FRN) that includes Category Two services, we may contact you for additional information in order to process the related Category Two budget reduction(s) correctly.

**DEADLINES:**

Invoices must be postmarked no later than 120 days after the last date to receive service or 120 days after the date of the Form 486 Notification Letter, whichever is later. If an invoice is postmarked after the later of those two dates, payment will be denied.

You can request an Invoice Deadline Extension from USAC following the guidance posted on our website.

Discuss with your service provider(s) whether you prefer discounts on your bills or reimbursement after paying for services in full. USAC will process either reimbursements based on Form 472 (BEAR) or discounts based on Form 474 (SPI) for a given FRN. Once established, however, the selected process - SPIs or BEARs - must be used consistently for the entire Funding Year.

NOTE: USAC will base the billing mode (reimbursement or discounting) on the first invoice type that it processes for payment. It is therefore imperative for the service provider and the customer to establish together the preferred invoicing mode.

**NOTICE ON SERVICE START DATE**

The Service Start Date as reflected on this letter may have been changed from what you indicated on the Form 500. The Service Start Date may not be before the Allowable Vendor Selection/Contract Date (AVS/CD) from the Form 470 cited for this FRN on the Form 471. Additionally, applicants cannot use the Form 500 to change the Service Start Date from a

Schools and Libraries Division - Correspondence Unit  
30 Lanidex Plaza West, PO Box 685, Parsippany, NJ 07054-0685  
Visit us online at: [www.usac.org/sl](http://www.usac.org/sl)



FORM 500 NOTIFICATION LETTER REPORT  
(Funding Year 2015)

Funding Request Number (FRN): 2827633 *Palacios*  
Form 471 Application Number: 1038343  
Service Provider Name: Frontier Southwest Incorporated  
Service Provider Identification Number (SPIN): 143004789  
Billing Account Number: 3619723234  
Cancel FRN: \$231.60; \$0.00

Funding Request Number (FRN): 2827637 *Blessing*  
Form 471 Application Number: 1038343  
Service Provider Name: Frontier Southwest Incorporated  
Service Provider Identification Number (SPIN): 143004789  
Billing Account Number: 3615887717  
Cancel FRN: \$88.20; \$0.00

Funding Request Number (FRN): 2827641  
Form 471 Application Number: 1038357  
Service Provider Name: Frontier Southwest Incorporated  
Service Provider Identification Number (SPIN): 143004789  
Billing Account Number: 361-972-3234  
Contract Expiration Date Change: 08/20/2018



Service Start Date that was adjusted on a Form 486. You will know that a change has been made if there is an asterisk (\*) next to the Service Start Date Change. It is important that you and the service provider both recognize that USAC should only be invoiced and USAC may only direct disbursement of the discounts on eligible, approved services actually delivered and installed after the Service Start Date indicated on this letter.

#### TO APPEAL THE SERVICE START DATE CHANGE DECISION

If you wish to appeal a decision in this letter, your appeal must be received by USAC or postmarked within 60 days of the date of this letter. Failure to meet this requirement will result in automatic dismissal of your appeal. In your letter of appeal:

1. Include the name, address, telephone number, fax number, and (if available) email address for the person who can most readily discuss this appeal with us.
2. State outright that your letter is an appeal. Include the following to identify the letter and the decision you are appealing:
  - appellant name,
  - applicant or service provider name, if different than appellant,
  - applicant BEN and service provider SPIN,
  - Form 500 number as assigned by USAC,
  - Funding Request Number(s) (FRNs) you are appealing if provided in the letter,
  - "Form 500 Notification Letter for FY 2015," AND
  - the exact text or the decision that you are appealing.
3. Please keep your letter to the point, and provide documentation to support your appeal. Be sure to keep a copy of your entire appeal, including any correspondence and documentation.
4. If you are an applicant, please provide a copy of your appeal to the service provider(s) affected by USAC's decision. If you are a service provider, please provide a copy of your appeal to the applicant(s) affected by USAC's decision.
5. Provide an authorized signature on your letter of appeal.

To submit your appeal to USAC by email, email your appeal to [appeals@sl.universalservice.org](mailto:appeals@sl.universalservice.org). USAC will automatically reply to incoming emails to confirm receipt.

To submit your appeal to us by fax, fax your appeal to (973) 599-6542.

To submit your appeal to us on paper, send your appeal to:

Letter of Appeal  
Schools and Libraries Division - Correspondence Unit  
30 Lanidex Plaza West  
PO Box 685  
Parsippany, NJ 07054-0685

For more information on submitting an appeal to USAC, please see the "Appeals Procedure" posted on our website.

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